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State of Wisconsin  
Governor Scott Walker

TO: **Income Maintenance Supervisors  
Income Maintenance Lead Workers  
Income Maintenance Staff  
W-2 Agencies  
Workforce Development Boards  
Job Center Leads and Managers  
Training Staff  
Child Care Coordinators**

FROM: Kath McGurk, Director  
Bureau of Early Learning and Policy  
Division of Early Care and Education  
Department of Children and Families

<b>DECE/BELP OPERATIONS MEMO</b>					
No: DHS 14-19					
DATE: 05/07/2014					
FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<input type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	FSET	<input type="checkbox"/>
BC+ Basic	<input type="checkbox"/>	BC+ CORE	<input type="checkbox"/>		
CC	<input checked="" type="checkbox"/>	W-2	<input type="checkbox"/>	EA	<input type="checkbox"/>
CF	<input type="checkbox"/>	JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>
RAP	<input type="checkbox"/>	WIA	<input type="checkbox"/>	Other	<input type="checkbox"/> *
				EP	

**SUBJECT: Adding Child Care Lien and Levy Overpayment Appeals to the Fair Hearing Tracker**

**CROSS REFERENCE:** *Technical Assistance Memo DECE-BCCA-2013-12  
OPS Memo 12-59 Fair Hearing Tracking Tool  
Child Care Chapter 2A Client Manual*

**EFFECTIVE DATE: MARCH 31, 2014**

**PURPOSE**

This OPS memo communicates that effective March 31, 2014, Child Care Lien (LNO) and Child Care Levy (LVO) overpayment fair hearings will be processed through the Fair Hearing Tracker. All Child Care LNO and LVO in Milwaukee will be processed by MECA.

**BACKGROUND**

When Child Care hearings were added to the Fair Hearing Tracker in June 2013, the LNO and LVO hearing types were added to the Fair Hearing Tracker but were not being used until this time. IM/CC workers processed LNO's and LVO's through emails with the Division of Hearings and Appeals (DHA).

**POLICY AND PROCESS:**

The new process for completing Child Care LNO's and LVO's is through the Fair Hearing Tracker. If the hearing request is a Child Care request, DHA will upload the information into the Fair Hearing Tracker. Agency staff will complete the appropriate CWW screens in the Fair Hearing Tracker.

W-2 and AFDC Lien and Levy overpayment appeals will continue to be processed through the current email process.

The process to complete the Child Care LNO and LVO hearing types through the Fair Hearing Tracking application is as follows:

1. DHA will email the Initial request to the DCF-Public Assistance Collection Unit (PACU). PACU will determine the appropriate hearing type for the appeal. This step will be completed outside of the Fair Hearing Tracker.
2. DHA will send the Initial Request along with Appeal Notice and supporting documents to the agency through the fair hearing tracker.
3. The agency will assign the appeal to a worker and complete the Initial and Detailed Summaries and send the information back to DHA. Please note that the Initial and Detailed summaries can be performed as two separate steps. DHA expects to receive the Initial Summary first to process the Hearing Notice for the appeal.

**Initial Summary** Cancel  Reset

**Identify Petitioner**

Last Updated: 03/25/2014 Updated By: CARES

Case: [dropdown] [input] Find Individuals

\* Petitioner: [dropdown] Update Appeal with Petitioner Information

**Petitioner Information**

First Name: [input] Middle Initial: [input] Last Name: [input]

SSN: [input] MA ID: [input]

**Basic Information**

Appeal Number: 0154985 Appeal Date: 03/21/2014

Assigned By: XCTY58 Initial Summary Due Date: 03/25/2014

Assigned To: XCTY58 Detailed Summary Due Date: 03/30/2014

County / Tribe: MILWAUKEE COUNTY - MIIES \* Petitioner Expected to Withdraw? No

Effective Date of Adverse Action: 03 / 24 / 2014 \* Hearing expected to take longer than 15 minutes? No

Program Type: Child Care

\* Hearing Type: LVO - Levy Overpayment

\* Reasons:

<input type="checkbox"/> DEN - Denied	<input type="checkbox"/> DIS - Discontinued
<input type="checkbox"/> INS - Insufficient	<input type="checkbox"/> NON - Nonreceipt
<input type="checkbox"/> OTH - Other	<input type="checkbox"/> REC - Recoupment
<input type="checkbox"/> RED - Reduced	<input checked="" type="checkbox"/> REP - Repayment

4. DHA sends the Hearing Notice through the Fair Hearing Tracker. The agency worker completes the Hearing Notice acknowledgement.

5. After the actual hearing is held, DHA will issue the decision for the appeal. If DHA sends the Certificate of Administrative Action form (CAA), the agencies are expected to send an acknowledgement of the CAA through the tracker. If not, the appeal process is completed and the appeal is marked as 'Closed'.

**CONTACTS:**

For PAC-U questions contact by email DCF DFES Public Assistance Collection Unit or contact by phone at 1-800-943-9499.

For Wisconsin Shares Child Care policy questions outside of Milwaukee County contact your Bureau of Regional Operations (BRO), Child Care Coordinators at:  
[http://dcf.wisconsin.gov/regional\\_operations/pdf/contact\\_list.pdf](http://dcf.wisconsin.gov/regional_operations/pdf/contact_list.pdf)

For Child Care CARES/CWW, CSAW and CCPI Processing Questions statewide and policy questions in Milwaukee County contact the Child Care Help desk at: [childcare@wisconsin.gov](mailto:childcare@wisconsin.gov) or (608) 264-1657.

\*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, BC+ Core – BadgerCare Plus Core, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DCF/DECE/BCCA/BAB